

DMH Satisfaction Survey Results

Family Satisfaction - 2000

Division of Alcohol and Drug Abuse - Non-Residential Family Member Satisfaction

Who Completed the Forms

One question on the survey asked who completed the survey form. The following table describes who completed the forms for people served by the Division of Alcohol and Drug Abuse.

	CSTAR Adult Women	CSTAR Child/Adol.	CSTAR General	GTS Adult	GTS Child/Adol.	Methadone
Mother	2 (33.3%)	58 (63.0%)	4 (28.6%)	3 (23.1%)	1 (50.0%)	0 (0%)
Father	0 (0%)	10 (10.9%)	0 (0%)	1 (7.7%)	0 (0%)	0 (0%)
Guardian	0 (0%)	5 (5.4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Spouse	1 (16.7%)	0 (0%)	6 (42.9%)	7 (53.8%)	0 (0%)	1 (100.0%)
Other	3 (50.0%)	19 (20.7%)	4 (28.6%)	2 (15.4%)	1 (50.0%)	0 (0%)

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

<i>Non-Residential Family</i>	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total Non-Residential Family Members	2112	132	6.3%
CSTAR Women/Children Family	231	6	2.6%
CSTAR Women Alternative Family	40	0	0%
CSTAR Child/Adolescent Family	690	96	13.9%
CSTAR General Family	281	14	5.0%
GTS Adult Family	635	13	2.0%
GTS Child/Adolescent Family	135	2	1.5%
Methadone Family	100	1	1.0%

Demographics of Family Member Receiving Services

Person completing form provided demographics of their family member receiving services.

	Total State Served Consumers ^a	Total Survey Returns	CSTAR Women	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone Consumers
SEX								
Male	56.8%	60.5%	0%	68.2%	57.1%	41.7%	100.0%	0%
Female	43.2%	39.5%	100.0%	31.8%	42.9%	58.3%	0%	100.0%
RACE								
White	68.0%	84.5%	66.7%	83.0%	92.3%	100.0%	100.0%	0%
Black	30.4%	11.6%	33.3%	12.8%	0%	0%	0%	100.0%
Hispanic	0.3%	1.6%	0%	2.1%	0%	0%	0%	0%
Native American	0.4%	0.8%	0%	1.1%	0%	0%	0%	0%
Pacific Islander	0.1%	0%	0%	0%	0%	0%	0%	0%
Other	0.8%	1.6%	0%	1.1%	7.7%	0%	0%	0%
AGE								
0-17	10.8%	76.6%	0%	100.0%	0%	15.4%	100.0%	0%
18-49	82.4%	21.9%	100.0%	0%	100.0%	69.2%	0%	100.0%
50+	6.7%	1.6%	0%	0%	0%	15.4%	0%	0%

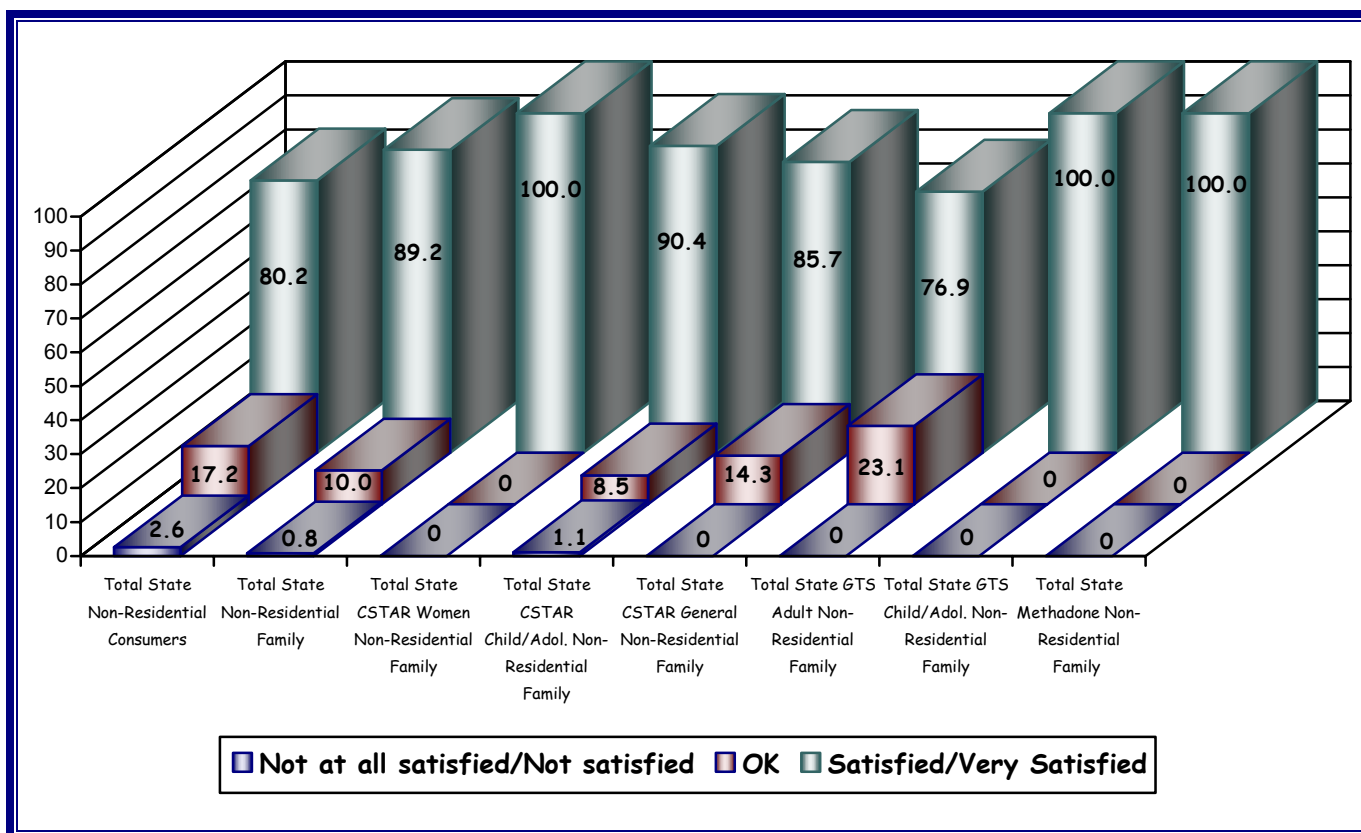
^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total ADA Non-Residential	106 (86.2%)	2 (1.6%)	15 (12.2%)
CSTAR Women	6 (100.0%)	0 (0%)	0 (0%)
CSTAR Child/Adolescent	76 (87.4%)	2 (2.3%)	9 (10.3%)
CSTAR General	11 (78.6%)	0 (0%)	3 (21.4%)
GTS Adult	11 (84.6%)	0 (0%)	2 (15.4%)
GTS Child/Adolescent	1 (50.0%)	0 (0%)	1 (50.0%)
Methadone	1 (100.0%)	0 (0%)	0 (0%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of families "satisfied" or "very satisfied" with services for their significant others served by the Division of Alcohol and Drug Abuse (89.2%) was higher than the consumers' ratings (80.2%).
- The highest satisfaction ratings were in the CSTAR Women, GTS Child/Adolescent, and Methadone programs where 100% of the families who responded were at least "satisfied" with services. (It should be noted that there were only two respondents for the GTS Child/Adolescent program and just one respondent for the Methadone program.)
- The families of GTS adult consumers were the least satisfied. Only 76.9% choose "satisfied" or "very satisfied".

Satisfaction with Services

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Child/Adolescent	Methadone
with the staff who serve your family member?	4.24 (1369)	4.52 (128)	5.00 (5)	4.55 (94)	4.23 (13)	4.31 (13)	4.50 (2)	5.00 (1)
with how much your family member's staff know about how to get things done?	4.11 (1366)	4.37 (128)	4.80 (5)	4.45 (94)	4.00 (14)	4.00 (12)	4.00 (2)	5.00 (1)
with how your family member's staff keep things about his/her life confidential?	4.21 (1371)	4.64 (128)	4.67 (6)	4.72 (93)	3.92 (13)	4.69 (13)	5.00 (2)	5.00 (1)
that your family member's treatment plan has what he/she wants in it?	4.12 (1365)	4.35 (130)	4.83 (6)	4.41 (94)	3.93 (14)	4.08 (13)	4.00 (2)	5.00 (1)
that your family member's treatment plan is being followed by those who assist him/her?	4.14 (1355)	4.44 (129)	4.80 (5)	4.43 (94)	4.43 (14)	4.38 (13)	4.50 (2)	5.00 (1)
that the agency staff respect your family member's ethnic and cultural background?	4.29 (1346)	4.59 (124)	5.00 (5)	4.62 (91)	4.25 (12)	4.54 (13)	4.50 (2)	5.00 (1)
with the services that your family member receives?	4.23 (1369)	4.49 (130)	5.00 (6)	4.50 (94)	4.36 (14)	4.31 (13)	4.50 (2)	5.00 (1)
that services are provided for your family member in a timely manner?	4.08 (1373)	4.40 (129)	4.83 (6)	4.46 (93)	4.14 (14)	4.00 (13)	4.00 (2)	5.00 (1)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The families of consumers served by the Division of Alcohol and Drug Abuse were satisfied with the services. All ratings were above a 4.00 ("satisfied").
- The highest satisfaction for families was with how their family member's staff keep things about his/her life confidential (mean of 4.64).
- That their family member's treatment plan has what he/she wants in it received the lowest mean rating (4.35), but this was above a "satisfied" rating.
- The CSTAR Women family members and the Methadone family member were the most satisfied with services (mean of 5.00). There was only one response from the families of those served in the Methadone program.

Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers	Total Family Member Forms	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Child/Adolescent	Methadone
with how your family member spends his/her day?	3.74 (1360)	3.83 (127)	4.50 (6)	3.81 (91)	3.71 (14)	3.62 (13)	4.00 (2)	5.00 (1)
with where your family member lives?	3.77 (1344)	4.17 (128)	4.33 (6)	4.07 (92)	4.50 (14)	4.31 (13)	5.00 (2)	5.00 (1)
with the amount of choices your family member has in his/her life?	3.62 (1373)	4.01 (128)	4.83 (6)	4.02 (92)	3.79 (14)	3.69 (13)	4.00 (2)	5.00 (1)
with the opportunities/chances your family member has to make friends?	3.76 (1363)	3.91 (128)	4.83 (6)	3.80 (92)	4.00 (14)	3.92 (13)	4.50 (2)	5.00 (1)
with your family member's general health care?	3.80 (1339)	4.25 (126)	4.67 (6)	4.27 (91)	4.00 (14)	4.08 (12)	4.50 (2)	5.00 (1)
with what your family member does during his/her free time?	3.79 (1359)	3.84 (128)	4.17 (6)	3.87 (92)	3.50 (14)	3.85 (13)	4.00 (2)	4.00 (1)
How safe do you feel...								
your family member is in his/her home?	4.29 (1367)	4.54 (127)	4.33 (6)	4.58 (92)	4.54 (13)	4.38 (13)	4.50 (2)	5.00 (1)
your family member is in his/her neighborhood?	4.12 (1362)	4.44 (126)	4.67 (6)	4.42 (92)	4.58 (12)	4.15 (13)	5.00 (2)	5.00 (1)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The highest satisfaction rating was with safety in the home (mean 4.54).
- With how their family member spends his/her day represented the lowest satisfaction rating (mean of 3.83).

ADA Non-Residential Family Subjective Responses

What Like Best About the Program:

The family members of the consumers in the non-residential Division of Alcohol and Drug Abuse program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Staff:

The families appreciated many aspects of the staff that served their family members. *The staff is there at all times to help him in the time of need.* The counselors kept the families informed about their family member. *I like how the staff keep me informed about my son's progress.* The staff was seen as having a positive attitude - *they are caring.* They were also seen as *very competent and compassionate.* They really care about the kids.

Positive Outcomes:

The result of the nonresidential treatment was often positive. *That she is able to visualize and reach goals while maintaining her sobriety, through group and one-on-one counseling.* The treatment was seen as *keeping him clean and sober.* The treatment touched other aspects of the person's life. *The improvement with her being able to go out by herself.* It *helped her to learn how to spend her free time.* One family member summarized the positive aspects of the treatment *I like that we are seeing a person who now has a wonderful future and is able to attain that future.*

Family Member Has Someone to Talk to:

Often it is a challenge for people with alcohol and drug abuse problems to find someone that they can talk to. *It gives them a chance to talk to someone not directly involved.* There can be trust issues. *He has people he trusts to talk with about his problem.* In addition, one parent noted *It gives him the ability to express himself to someone he feels is really listening and not related and non-judgmental toward him.*

Opportunity to Meet Others:

The parents noted that the program gave them an opportunity to meet other parents in their circumstances. *Meeting other parents and Talking to other parents.*

Promptness:

The services were seen as prompt *it was a great feeling to get an appointment the same day I called.* For another it was the same experience, *The quick setting up of an appointment to get my grandson help.* Yet another, *I did not have to wait to get services.*

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

Communication:

A frequent response related to communication. *I think more interaction between the staff and the parents would be beneficial. The parents wanted better communication between myself, counselor, family therapist, and social worker. Echoing this was Needs more communication between parents and staff. Parents often feel that they should be better informed during treatment. As a parent, I would like to have been kept better informed of treatment progress or problems. I was almost never contacted by his counselor.*

Therapy:

The type of treatment that the family member was receiving was the focus of some comments. *Teach her to be more creative with her spare time. Another, he needs dual diagnosis treatment and has never really talked to anyone about coping with both his addiction and his mental illness.*

More Time in Therapy:

Some families saw the therapy as too short. *Only if they could be given for longer periods of time. Another wanted longer treatment. A third stated increase time with our child.*

Parents to be Involved:

More involvement of parents in the treatment was another suggestion from the survey responses. *Possibly by including the parents more in the therapy session. They wondered if more parents could get involved in the program as well the kids.*